



Winter Quarter Course Catalog January-March 2023

Family of City of Columbus Employees

(Mother, Father, Sister, Brother, Son, Daughter, Neice, & Nephew)

General Virtual Sessions - \$24.50 each

Microsoft Virtual Sessions - \$29.50 each

In-Person General Sessions - \$39.50 each

In-Person Microsoft Sessions - \$64.50 each

THE CITY OF
COLUMBUS

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Halogen Training (In-Person)

Friday, January 27 (9:00a-10:00a)

What is Halogen? Do you need help navigating within the system? This hands-on course is designed to introduce and assist MCP and HACF employees to Halogen and offers actual practice working in the system. This course also provides helpful hints, tips, and tricks for getting the most out of the Halogen experience while exploring features of the system, such as sending and receiving feedback and updating goals. Participants are encouraged to bring questions and problems to discuss during the class while live in Halogen for individual assistance.

Coaching & Mentoring (WebEx)

Tuesday, January 31 (10:00a-11:00a)

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

Rising Above Anger Pt 3 of 3 (In-Person)

Tuesday, January 31 (2:00p-4:00p)

This three part workshop is designed to help give you and your department that edge. Attendee must attend all 3 workshops. Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful ;than those who don't. At the end of this workshop, you will be better able to:

- Recognize how anger affects your body, your mind, and your behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- Control your own emotions when faced with other peoples' anger.
- Identify ways to help other people safely manage some of their repressed or expressed anger.
- Communicate with others in a constructive, assertive manner.

Ready to Crush Your 2023 Goals? Use the SMART Method!

Specific -Each goal must be precise, clear, and unambiguous. Goals that aren't specific are left open to interpretation. Specific goals are written in a way that's easy to understand and they use language that is to the point!

Measurable -State what will be tracked and how. The more specific you can be, the better. Use the phrase, "to be measured by..." as a means of eliminating doubt about what will be measured.

Action - Oriented Structure goal statements in terms of output and relate them to a specific activity, action, or behavior that generates results. Use an "action" verb, avoid describing a "state of being," and write goals using positive rather than negative language.

Realistic - Ensure the goal is "doable" and controllable. It's unfair and unrealistic to expect achievement of a goal that involves elements over which you have no control. Shoot for "attainable with a stretch!"

Time Bound - Spell out timelines, milestones, deadlines, and delivery dates. A well-written goal statement makes time parameters explicit. In other words, put a date on it!

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February

World Class Training for World Class Employees

Developing High Performance Teams (In-Person)

Wednesday, February 1 (9:00a-11:00a)

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

How to Immediately Relieve Stress at Work, or Wherever You Are! (In-Person)

Wednesday, February 1 (12:00p-1:00p)

Most of us hold stress and tension in our bodies; when we are stressed our bodies tense, our breathing becomes shallow, and our internal self talk can turn negative. This workshop will teach participants how to reduce stress and build more calm, by learning various breathing, body awareness practices, and learning how to re-direct negative self talk.

Self-Leadership: 12 Powerful Mindsets & Methods to Win at Business and Life (In-Person)

Thursday, February 2 (9:00a-10:30a)

We'll cover 12 ways to look at how your mind works and how to get into the habit of reaching your own personal best. The objectives are:

- Mindset Vs Methods - What is the Difference between a Mindset & a Method?
- What is Self-Leadership? - Defined
- 7 Mindsets to enhance your every day thoughts
- 5 Methods of self-leadership

Celebrating Diversity in the Workplace (Facebook Live)

Thursday, February 2 (12:00p-12:30p)

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This mini workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

Overcoming a Toxic Work Environment (In-Person)

Thursday, February 2 (2:00p-4:00p)

While the dangers of a toxic work environment are well-known, it's a difficult situation to diagnose and then overcome. However, it can be done. This course will walk participants through recognizing if their work environments are harmful and provide tips for how to stay sane in a toxic office.

Performance Appraisals for AFSCME, CWA, & FOP-OLC (In-Person)

Tuesday, February 7 (8:30a-12:30p)

As a supervisor, it's necessary to understand our Performance Appraisal System. Explore the system for rating AFSCME, CWA and FOP-OLC employees and learn to develop performance standards and document/reinforce daily performance. This course also offers guidelines for conducting an objective performance review and actual practice preparing the performance appraisal form. Target Audience: Supervisors and Managers of AFSCME, CWA and FOP-OLC employees.

MS Excel Basics Modules 1-3 Working with Data (In-Person)

Tuesday, February 7 (9:00a-11:00a)

Overview and basics of Excel; you will learn to: Open, create and save a workbook; Enter data; Use functions such as cut; paste, copy and undo; Work with data to insert rows and columns, merge cells, past, find/replace and hide cells.

Facilitation Skills (In-Person)

Tuesday, February 7 (1:00p-3:00p)

There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Attend this course to make core facilitation skills better understood and readily available for your organization

CTD CPR AED: Adult, Child, Infant AHA (In-Person/Offsite)

Wednesday, February 8 (8:30a-12:30p)

This hands-on CPR/AED course is designed to give you the confidence to respond in an emergency situation with skills that can save a life. You will develop skills necessary to recognize and provide cardio-pulmonary resuscitation and utilize an Automated External Defibrillator (AED) for victims of sudden cardiac arrest.

Verbal De-Escalation (In-Person)

Thursday, February 9 (9:00a-11:00a)

Public sector employees may deal with a customer displaying difficult, hostile, or non-compliant behavior from time to time. An employee's response to the defensive behavior is often the key to de-escalating the interaction. This interactive workshop teaches you the importance of self-control; explores how to recognize nonverbal signals in yourself and the customer; and demonstrates proven verbal de-escalation techniques. Participants will put their de-escalation skills to practice in realistic scenarios.

Ten Minute Presentations (WebEx)

Thursday, February 9 (2:00p-3:00p)

In 10-Minute Presentations, you will learn how to craft and polish an engaging, professional presentation that shares your message and call to action swiftly and clearly. This will maximize your impact, conversions and productivity.

MS Excel Basics Modules 4-5 Formulas & Functions (In-Person)

Tuesday, February 14 (9:00a-11:00a)

Learn the use of basic and time savings tools such as: formulas, functions, spell check, filters, autofill, autosum and autocalculate.

Microaggressions (WebEx)

Wednesday, February 15 (10:00a-11:00a)

This training is designed to break down what micro-aggressions are so you can better identify a micro-aggression happening to you or if you are committing a micro-aggression towards another person. We will go over the different types of micro-aggressions, examples of what these can look like, and how to address them.

MS Excel Basics Modules 6-8 Formatting Text Data Workbooks (In-Person)

Tuesday, February 21 (9:00a-11:00a)

Learn to format text, data and workbooks by changing fonts, adjusting cell alignment, data tables and backgrounds.

Emotional Intelligence for Busy Professionals (In-Person)

Wednesday, February 22 (9:00a-11:00a)

Issues like lack of trust and commitment, unresolved conflicts, and the inability of individuals to understand how their actions impact others often stop the most promising teams from delivering great results. This course will include activities that busy employees can use to help improve their levels of emotional intelligence and become more effective. The exercises included will help employees deal with anger and emotional triggers, pick up on cues from teammates, encourage communication, and much more. Several activities will be chosen as examples to work through issues in each course.

Art of Effective Communication (WebEx)

Thursday, February 23 (9:30a-12:30p)

Communicating properly is an art and takes skill. Luckily, it is a skill that you or anyone can learn. Speaking and listening to what is being said is all part of effective communication, as well as decoding what is being said to ensure it's what was intended. This course will examine how to build rapport, craft your message and avoid unnecessary conflict.

Time Management Tips to Reduce Stress (WebEx)

Thursday, February 23 (2:00p-3:00p)

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. This course will provide attendees specific tips & stress management strategies to use every day.

Halogen (In-Person)

Friday, February 24 (9:00a-10:00a)

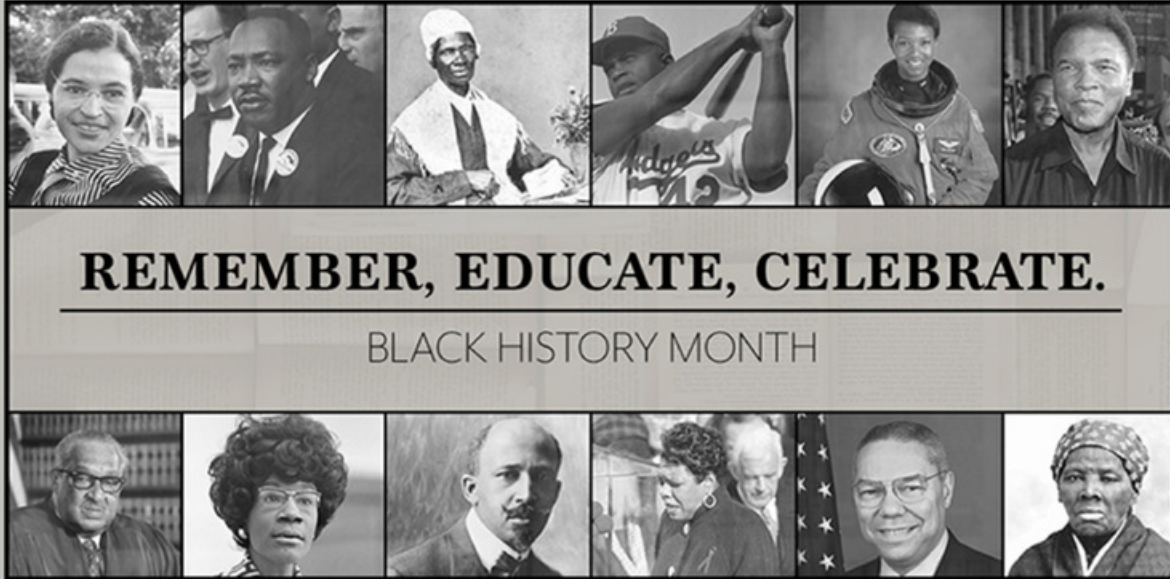
What is Halogen? Do you need help navigating within the system? This hands-on course is designed to introduce and assist MCP and HACP employees to Halogen and offers actual practice working in the system. This course also provides helpful hints, tips, and tricks for getting the most out of the Halogen experience while exploring features of the system, such as sending and receiving feedback and updating goals. Participants are encouraged to bring questions and problems to discuss during the class while live in Halogen for individual assistance.

MS Excel Basics Modules 9-11 Inserting Art Objects Charting Data View (In-Person)

Tuesday, February 28 (9:00a-11:00a)

Learn to insert art and objects, chart data, print and share workbooks.

9 Ways to Honor & Celebrate Black History Month



1. Learn About Noteworthy Black Figures in Central Ohio and [Their Contributions](#)
2. Support [Central Ohio Black-Owned Businesses](#)
3. Donate to [Charities](#) That Support [Anti-Racism Equity and Equality](#)
4. Purchase, Read, and Share Books by [Black Authors](#)
5. Support and Learn [About Black Women](#)
6. Listen to or Read ["The 1619 Project"](#) by the New York Times
7. Participate in Online Events Locally and [Nationally](#)
8. [Become an Advocate and Ally in the Workplace for Black Coworkers](#)
9. Attend Diversity Equity & Inclusion Classes through Citywide Training & Development



World Class Training for World Class Employees

Productive Work Habits (In-Person)

Wednesday, March 1 (9:00a-10:30a)

Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done. Develop the positive habits needed to gain focus, learn how to prioritize tasks efficiently, become better organized, manage time efficiently, work more effectively with colleagues and create better work-life balance.

Pre-Supervisor Series: Introduction to Supervision (In-Person)

Tuesday, March 1 (1:00pm-3:00p)

Potential supervisors will assess their skills as they relate to supervision; understand what supervision is; explore roles and responsibilities of supervision; discover the foundations of supervision and recognize the complexity of transitioning to becoming a supervisor.

Dealing with Imposter Syndrome (Facebook Live)

Thursday, March 2 (12:00p-12:30p)

"Impostor Syndrome" is a common concept describing high-achieving individuals who are marked by an inability to internalize their accomplishments and have a persistent fear of being exposed as a "fraud". This is not a new phenomenon; however, it has become more prevalent among millennials and those as they experience success on varying levels. This session will be interactive to help participants overcome these feelings, and walk away with tips for remaining strong when you're questioning their abilities and success.

Civil Service Testing Clinic (In-Person)

Friday, March 3 (9:00a-11:00a)

The Civil Service Commission was established to assure sound hiring and personnel practices in the government. This testing clinic will provide insight into the history and purpose of the Civil Service Commission, an overview of the testing process from interest to eligible list, and a brief review of what to expect. The target audience for course is anyone considering employment with the City of Columbus and current City of Columbus employees who plan on applying for a Civil Service exam.

MS Word Basics Modules 2-5 Copy, Cut, Paste, Formatting Text (In-Person)

Tuesday, March 7 (9:00a-11:00a)

Word Basics Mods 2-5 Cut Copy Paste, Formatting Text, Working

Women's Ways of Leadership: Owning Your Strengths (In-Person)

Tuesday, March 7 (2:00p-4:00p)

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal. This session will offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

Pre-Supervisor Series: Setting Goals & Planning for Success (In-Person)

Wednesday, March 8 (1:00p-3:00p)

Learn how goal setting and planning sets the stage for success in supervision.



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Becoming a Better Learner (WebEx)

Wednesday, March 8 (2:00p-3:00p)

What have you learned lately? The definition of learning is the process of acquiring new, or modifying existing knowledge, behaviors, skills, values, or preferences. It is a means of honing our skills, enriching our minds, and changing the way we see things in the world. This course will help you to become a better learner, and as a result make you a more valuable employee and well-rounded individual.

Juggling Multiple Priorities (In-Person)

Thursday, March 9 (9:00a-11:00a)

How am I supposed to get all of this done? - Reports, meetings, evaluations, proposals, etc. – AND, it all needs to be done NOW! In order to decide what work is most important, you must know the specific outcomes you and/or your organization desire, and take those outcomes and break them down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. Practice tools for prioritizing tasks, setting boundaries, eliminating tainted time, and much more in this action packed program.

Defensive Driving (In-Person)

Tuesday, March 14 (8:30a-12:30p)

This four-hour course motivates participants to change their behind-the-wheel behaviors and attitudes. It gives them key understanding, skills and techniques to avoid collisions and reduce future violations. The result is a more responsible driver who grasps best practices to prevent injury and death while operating a motor vehicle.

MS Word Basics Modules 6-8 Formatting Page & Inserting Art (In-Person)

Tuesday, March 14 (9:00a-11:00a)

Items cover are formatting text, adding watermarks, changing page color, adding borders, inserting tables and charts, pictures and videos.

Pre-Supervisor Series: Effective Communication & Feedback (In-Person)

Wednesday, March 15 (1:00p-3:00p)

Explore proven strategies and techniques for effective communication and delivering feedback.

MS Word Basics Modules 9-11 Finishing Touches & Viewing Printing (In-Person)

Tuesday, March 21 (9:00a-11:00a)

Items covered in Modules 9 through 11: Spell check, inserting page numbers, adding headers and footers, views, zoom, navigation pane, printing, saving and sharing document options.

Email Etiquette (WebEx)

Tuesday, March 21 (10:00a-11:00a)

Do you use all capital letters? Is using correct punctuation necessary when composing emails? Why is a subject line necessary for effective correspondence? Is your email clearly understood by the reader? Come attend and learn the most popular e-mail etiquette rules. FYI - This class does not include instruction on Microsoft Outlook; however, it is a class on how to present yourself professionally through e-mail. Participants will develop skills to become an effective writer and reader/manager of e-mail.

Civil Service Testing Clinic (In-Person)

Tuesday, March 21 (2:00p-4:00p)

Refer to the description on March 3rd

CTD AHA First Aid (In-Person/Offsite)

Wednesday, March 22 (8:30a-12:30p)

First Aid is the immediate care that you give someone with an illness or injury before trained help arrives and takes over. In this course, you will learn basic first aid in order to assist anyone who has suffered some of the most common injuries such as cuts, scrapes, broken bones, heat strokes and heat exhaustion, cardiac emergencies, strokes, choking and other emergencies. Learn what to assemble in a first aid kit to be prepared when an emergency arises. Your actions during the first minutes of an emergency can be critical. What you do may help a victim to a more complete and quicker recovery. Learn to help those who may not be able to help themselves.

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Tell Me a Great Story about Your Work - An Introduction to Storytelling (In-Person)

Wednesday, March 22 (9:00a-10:30a)

Storytelling is essential to good leadership. When delivered correctly, a good story can help you articulate a vision, lead change, inspire creativity and innovation, and get teams to work together more collaboratively than you could ever do without a good story. In this course, best-selling author and storytelling expert Paul Smith digs into the essential elements of a great narrative, explaining how to craft and deliver compelling leadership stories that inspire and motivate all teams. Paul explains the right story structure, how to create emotional engagement, and even how to create a surprise ending that ensures your story will be remembered and acted upon. This course will make you a better storyteller, and a better leader.

Pre-Supervisor Series: Managing Conflict & Challenging Situations (In-Person)

Wednesday, March 22 (1:00p-3:00p)

Conflict happens. Participants will explore how to resolve conflict and handle challenging situations.

Drug Free Safety Program Supervisor (In-Person)

Thursday, March 23 (9:00a-11:00a)

Mandatory course for supervisors to ensure a Drug-Free Safe work environment.

Building Self-Esteem & Assertiveness (In-Person)

Thursday, March 23 (2:00p-3:00p)

Building your self-esteem is essential for confidence and success, and it all begins with you! Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. During this course, participants will discover some simple techniques that dramatically change how they feel about themselves. Participants will discuss the importance of learning self-acceptance and asserting oneself.

Creativity in the Workplace (In-Person)

Tuesday, March 28 (9:00a-11:00a)

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger are much more successful than those who don't. At the end of this workshop, you will understand how to: Recognize how anger affects your body, your mind, and your behavior; Use the five-step method to break old patterns and replace them with a model for assertive anger; Use an anger log to identify your hot buttons and triggers; Control your own emotions when faced with other peoples' anger; Identify ways to help other people safely manage some of their repressed or expressed anger; Communicate with others in a constructive, assertive manner.

Diversity, Equity and Inclusion (In-Person)

Wednesday, March 29 (9:00a-11:00a)

This course aims to help participants better understand and address issues of diversity, equity, and inclusion, while giving participants the opportunity to challenge their views and opinions. Through this engaging, interactive training, we hope to help open dialogue with real world examples of behaviors and beliefs.

